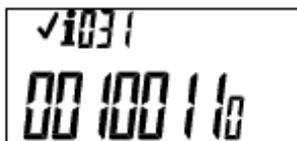




BEC44 (09), WBEC AND TAMER METER FAULT FINDING

1. These meters as with all meters that have a tamper latch require COMMISSIONING as they are tamper meters sent out in a non commissioned state.
2. A meters commissioning status can be checked by entering #031# this won't work on a wireless UIU unless is has been paired.
Enter #031# on the wUIU keypad.



Meter has been commissioned.



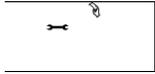
Meter has not been commissioned.

3. The client needs to install the meter on a dead circuit (all power off) then once wired they need to put the terminal cover in place. This should make an audible "click" when correctly inserted.
4. When the power is turned on in terms of a wireless meter the screen should display "SEr" _____the installer should then enter the meter number into the UIU, when correctly paired the screen will display "RF Con" with a "tick"
5. The meter can then be commissioned by entering #043# or alternatively by entering **1275 4194 1448 6456 5970**

6. Successful commissioning will display "Active"  at this point the lights should come on with the 5kwh preloaded credit.

7. The meter may however show "t open"  this means that the tamper latch has not been correctly replaced and the meter is still in tamper. The installer will need to switch off the power, take the latch off, click it back in place and start the commissioning again. The meter cannot be commissioned as the latch is not correctly in place.

8. For meters that were commissioned but then went into tamper a spanner will appear on screen, this requires a clear tamper token. The latch must be

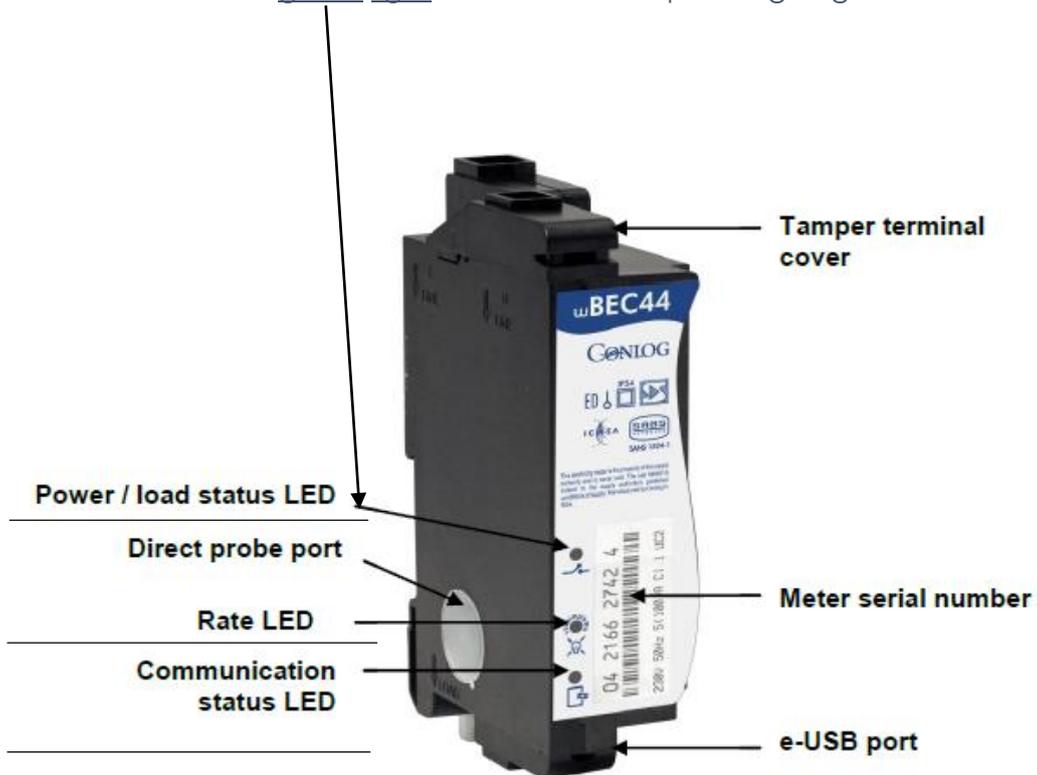
securely in place before the clear tamper token is entered.  Clear tamper tokens can only be generated by the meters registered managing agent or Ekhwesi Energy. A clear tamper token can only be used once.

9. If a meter has been activated, was vending and the UIU suddenly goes blank this can be caused either by the meter or the UIU. Ask the installer to check the communications cable if the meter is a WIRED device. There needs to be wire making contact with the metal terminals on each end. If there is contact and the UIU is still blank they need to check with a volt meter if there is signal going from the meter to the UIU. If there is signal then the UIU needs replacing, if not then the meter needs replacing. In case of a wireless meter they need to check the batteries in the UIU first.

- During load shedding the UIU on a wired device will be blank as the screen's power supply comes from the meter.
- In the case of a wireless meter the screen will remain active as the UIU is battery powered, the meter however will not be active. The following details will be displayed on the UIU.



10. If the meter has no green light then there is no power going into the meter.



11. If the communication status LED is off then there is no communication, you can figure out which part is not communicating by following the steps mentioned earlier (section 9)

12. For wireless meters the range can become an issue and can result in the RF Con message.  To check if this is an issue perform the range test by entering **#075#** this will show a bar graph on the left of the screen which

will show signal strength. 

13. If you have signal and the RF CON message on a meter that was previously paired then begin re-pairing the meter and UIU. Repairing is initiated by entering **#036#** and then the meter number (**#036#042222222222**), a

successful pairing will result in Rf Con with a tick. 

14. Other useful HASH # commands (for 09 model meters):

Meter serial number:	#100#
Supplier Group Code (SGC):	#030#
Commissioning token:	#043#
Range test (wireless meter):	#075#
UIU reset:	#080#
Most recent tokens:	#251# - #260#
Tamper status:	#008#

Consumption info-

Estimated Average daily usage:	#271#
Last hour, 24 hour and 30 day consumption:	#272#